

# Comparisons of Job Characteristics

**Focus Occupation:** [First-Line Supervisors of Personal Service Workers \(39-1021\)](#)

**Associated Occupation:** [First-Line Supervisors of Housekeeping and Janitorial Workers \(37-1011\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 40

**Focus Occupation:** First-Line Supervisors of Personal Service Workers (39-1021)

**Associated Occupation:** First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Mechanical	6.8	12.6	4.9	<<	Extensive education and/or training may be required
Administration and Management	8.4	12.5	14.5	>	Current knowledge level is likely sufficient
Public Safety and Security	6.9	11.0	12.3	>	Current knowledge level is likely sufficient
Chemistry	4.8	10.8	5.9	<<	Extensive education and/or training may be required
Building and Construction	4.0	9.3	3.1	<<	Extensive education and/or training may be required
Physics	4.3	8.3	2.6	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 86

**Focus Occupation:** First-Line Supervisors of Personal Service Workers (39-1021)

**Associated Occupation:** First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Management of Personnel Resources	6.9	10.5	11.0	0	Current skill level may be sufficient
Management of Financial Resources	3.3	7.9	4.3	<<	Extensive development of skills in this area may be required
Management of Material Resources	3.7	7.6	4.8	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 92			
Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021) Associated Occupation: First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Oral Expression	12.4	12.5	14.4	>	Current ability level is likely sufficient
Oral Comprehension	12.5	11.5	13.7	>	Current ability level is likely sufficient
Speech Clarity	10.2	10.1	11.1	0	Current ability level may be sufficient
Speech Recognition	9.9	10.0	10.7	0	Current ability level may be sufficient
Written Expression	9.8	9.7	11.4	>	Current ability level is likely sufficient
Problem Sensitivity	11.1	9.6	12.3	>	Current ability level is likely sufficient
Near Vision	11.1	9.0	9.7	0	Current ability level may be sufficient
Stamina	4.0	6.2	4.6	<<	Extensive improvement in abilities may be required
Gross Body Coordination	3.9	5.5	3.4	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 83
Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021) Associated Occupation: First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)		
Work Activities	Exclusivity of Activity	
Assign work to staff or employees	30	
Conduct training for personnel	30	
Direct and coordinate activities of workers or staff	3	
Investigate customer complaints	67	
Maintain production or work records	19	
Monitor worker performance	57	
Prepare or maintain employee records	69	
Prepare reports	8	
Resolve customer or public complaints	54	
Resolve personnel problems or grievances	68	
Schedule employee work hours	60	
Use oral or written communication techniques	1	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus  
Occupation to Associated  
Occupation: 81

**Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)**

**Associated Occupation: First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)**

Tools and Technologies	Exclusivity
Business function specific software	1
Computers	1
Content authoring and editing software	1
Industry specific software	1
Information exchange software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.